The Steamship Authority

Change and Cancellation Policies

Vehicle reservation changes

- Reservations may be changed up to one hour before the scheduled departure.
- One date change may be made at no charge. Further changes will incur a $10 fee per change.
- Reservations not changed with one hour's notice can be used to travel standby that day only. Vehicle reservations that are not canceled or changed are void and cannot be refunded.
- Customers will be charged or refunded if a date is changed to a different fare range.

Vehicle reservation cancellations

- Any reservation paid and canceled on the same day is fully refundable.
- Vehicle reservations must be canceled at least 14 days before departure to receive a full refund, less a $10 processing fee.
- Reservations previously changed with less than 14 days' notice are nonrefundable and valid for travel up to two years from date of purchase, provided a change to the travel date was made one hour before any scheduled departure.
- Passenger fares included on an auto reservation are refundable any time prior to use of the vehicle boarding pass.

High-speed passenger ferry changes and cancellations

- Reservations may be changed up to two hours before the scheduled departure.
- Reservations not changed at least two hours before departure are valid for standby travel for two years from the date of purchase.
- Cancellations made at least two hours before the scheduled departure are eligible for a full refund or, in the case of a ticket book, the return of the ticket to the electronic book. Printed tickets must be returned in order to receive a refund.

Passenger ticket refunds

- Passenger fares are fully refundable for up to two years from date of purchase upon return of any passenger tickets issued.
- eFerry ticket refunds may be obtained via the smart phone wallet.
- Passenger fares included on an auto reservation are refundable any time prior to use of the vehicle boarding pass.

Mashpee Reservation Office
(508) 477-8600 | TTY: (508) 540-1394
Open Daily 7:30 a.m. to 4:00 p.m.
Closed Thanksgiving, Christmas, and New Year's Day

June 2022